



i4DM – Information for Decision Makers ➡ *Better Information, Better Decisions, Better Results*

Most business leaders are inundated with data, but what they need is specific information. This is where i4DM comes in. We are dedicated to helping clients reach their goals through the disciplined application of innovative technology. A full-service consulting, development and implementation firm, i4DM transforms your corporate data into actionable knowledge, so you can make decisions that drive better results.

Our solutions deliver the right resources to the right people, at the right time

- *Business Intelligence:* seamlessly aggregating, managing and reporting information from multiple sources for opportunity analysis.
- *Application Development:* custom, high-performance software solutions unique to your needs.
- *Customer Relationship Management:* intuitive and powerful reporting to improve sales efficiency.
- *Portals and Collaboration:* collaborative environments made to fit the way you work.
- *IT Infrastructure Design and Deployment:* LAN/WAN network management, security, disaster recovery.

Data is one of the most valuable resources that an organization has. i4DM helps companies leverage it. We've cultivated a staff of expert business analysts, technology developers, trainers and project managers who have proven their abilities over and over. Providing the best people and processes is a commitment we take seriously, and it shows in the quality of our work.

Business Intelligence: We build the BI framework to aggregate data from multiple sources throughout the organization, and turn that data into information. We extract data from a variety of sources, internal as well as external, and load the data into efficient data stores (e.g. data warehouses, data marts). We develop the capabilities to enable users to interact with the data stores through well-designed reports, dashboards and scorecards so that the information can be used to make decisions that steer the organization towards its goals. Once established, the BI framework will provide historical, current, and predictive views of business operations. Important functions will include reporting, data mining, business performance management, benchmarking, text and data mining, and predictive analytics. i4DM has built a foundation in the data aggregation field working with technology providers like TeamTSI and its Risk Resource Portal. The Team TSI portal is designed to generate risk reports, corporate/chain reports, manage facility lists, control user access, view daily risk alerts, keep current on CMS regulatory changes, view MDS risk Focus data/report/alerts, and most important all one screen at your fingertips.

Custom Application Development: When a need is identified, i4DM will assess the requirements, then develop and deploy custom applications to address the need. Our applications are written to streamline business processes, coordinate data, improve communication, and contribute to the overall efficiency of your organization. We employ an application development methodology that involves our client in our processes from the beginning, resulting in applications that deliver capabilities from the start.

Customer Relationship Management: Starting with a review of your business operations, i4DM implements and customizes CRM to operate the way you want when it comes to sales, marketing, customer service and operations.

Portals and Collaboration: We start by working with your business and technical staff to determine how your company can leverage SharePoint's capabilities for collaboration, enterprise search, content management, and forms management. Future phases then extend the framework to additional departments and include Enterprise Search, Content Management and other functions and custom designs.

IT Infrastructure Design & Deployment: We provide skilled, certified, and experienced IT professionals to design, develop, and deploy network infrastructure systems tailored to your requirements.

Certifications

**GSA Advantage
SBA 8(a)
Veteran-Owned Small Business
Small Disadvantaged Business (SDB)**

**Disadvantaged Business Enterprise (DBE)
Maryland Minority Business Enterprise (MBE)
Microsoft Gold Certified Partner**

i4DMS recent and ongoing performance includes:

Transplant Resource Center of Maryland: The Skin Tracker application is a web-enabled application written to track the recovery and donation processes for donated skin and tissue. i4DM performed the Requirements Analysis, design, development and support for this application.

Delmarva – data from CRM, human resources and employee training was integrated into a single repository to give a “single view” of organizational health and employee development.

Mercy Medical Center - i4DM gathered business and technical requirements for a Portal implementation. i4DM will analyzed various aspects of the Client’s business process and strategy, and made recommendations to help the Client gain better control and insight over their content, streamline their business processes, and access and share information.

Medifast - i4DM is working with Client to gather business and technical requirements, assess existing systems and make recommendations and improvement to systems designs.

Johns Hopkins Health Care - developed an application to assist in the process of auditing calls received by Customer Services Representatives ("CSR"). The application, the CSR Audit System, included a dashboard interface allowing aggregate views of auditing progress and a search utility.

Food and Drug Administration - i4DM and partner MasterControl, are the software provider and implementation team for a quality management system (QMS) to be used by their agencies that are engaged in field investigations enforcement and scientific laboratory analysis of field samples.

Toyota Motor Sales – large data integration project aggregating a broad set of data from more than 1400 dealers nationwide, mainframe data from Toyota corporate headquarters and third party data (i.e. census data for strategic planning).

MVA – appointment data from the MVA IVR (Interactive Voice Response) system. Users may schedule appointments through either the IVR or the website, but all data must be managed in a single database to avoid schedule conflicts. i4DM developed a web service to allow data sharing with the IVR.